

**IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE**

In the application of : **McCORMACK, Tony et al.**  
Serial No. : **10/645,438**  
Filed : **August 21, 2003**  
For : **Management of queues in contact centres**  
Examiner : **Chea, Philip J.**  
Art Unit : **2153**  
Confirmation No. : **7992**  
Attorney Docket No. : **920673-94702**

**PETITION FOR EXTENSION OF TIME**

Honorable Director of Patents and Trademarks  
P.O. Box 1450  
Alexandria, VA 22313-1450

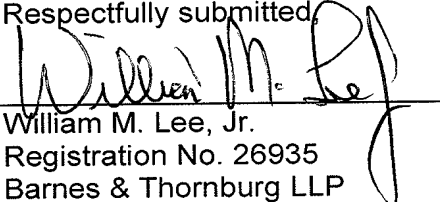
Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of three months to respond to the office action of October 9, 2007. Response will therefore be timely if filed with the Patent and Trademark Office no later than April 9, 2008.

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$1,050.00 should be deducted from Deposit Account No. 12-0913.

April 3, 2008

Respectfully submitted,



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